DigitalShipper Enterprise Update

The DigitalShipper update is delivered via a full DigitalShipper version update. The update includes the four components to DigitalShipper: DigitalShipper Database (DSDB), DigitalShipper Web Services (DSWS), DigitalShipper Management Console (DSMC), and DigitalShipper Enterprise (DSE).

Before you begin the Software Update:

1. Please read all of the installation instructions closely beforehand, including the FAQs. It is strongly recommended to also read the release notes for key changes.

2. Download the DigitalShipper setup files for the four components to the DigitalShipperSupport directory on the application server (for example: C:\DigitalShipperSupport\20221215).

3. Back up the DigitalShipper ConnectionStrings.config file located here:
<<drive letter>>:\Inetpub\wwwroot\DigitalShipperEnterprise

4. Gather database connection information from the ConnectionStrings.config. Server/instance name, login credentials (users & passwords), and database name.
    a. You may connect with either a SQL Server login or via Windows Authentication. The login must have permissions to alter both schema and data.
    b. If Windows Authentication is being used, it is recommended to log on to the server with the user that is configured for the Application Pool in IIS.
    c. If you need assistance about database credentials contact DigitalShipper Support at support@digitalshipper.com.

5. A backup of the database, listed in the ConnectionStrings.config file, is recommended.

6. Uninstall the DigitalShipper components using 'Add Remove Programs' or 'Apps & Features'. Uninstall the following: DigitalShipper Database, DigitalShipper Web Services, DigitalShipper Management Console, and DigitalShipper Enterprise.

7. Stop the Application Pool in IIS that is being used for the DigitalShipper components. Typically, it is named: DigitalShipperAppPool. Once the update is complete (*see steps below*), start the App Pool.

Updating the Application:

1. Run the SetUp.exe as Administrator for each of the four components. Recommended order: DSDB, DSWS, DSMC, DSE.

    a. After you have installed the DigitalShipper.Database, you will be provided with the utility to run the database update. The database must be updated. On the DigitalShipper Setup - Database v.5 window, confirm the SQL Server instance name, valid credentials, and database name. Click Run.

    b. When presented with the option to enter in the database connection information, during the DSWS, DSMC, and DSE installations, bypass this step by selecting "Next".

    c. If DigitalShipper is running under its own App Pool, you must select the appropriate App Pool from the dropdown list for the DSWS, DSMC, and DSE installations. Typically, the App Pool is named: DigitalShipperAppPool.

Q: Are there any server prerequisites for the update?
A: If you have not updated DigitalShipper since before Nov 2021, then yes, the update requires the presence of Microsoft .NET Framework 4.8 on the application server(s). A message will display via the Setup Wizard installer window if .NET 4.8 is not present. It is recommended for your team to validate if it is present and update, if necessary, before performing the update.

Q: What if I encounter problems during the update?
A: Confirm that during the update process you:
1. Configured the database connection information accurately.
2. Selected the DigitalShipper App Pool for each of the components.
3. Executed the database update after installing the DigitalShipper Database Component.

If you are still having problems, please contact DigitalShipper Support at support@digitalshipper.com. Note, normal business hours are 8:30 – 5:00 PM CT, Mon - Fri.

Q: When should I run the update?
A: All users must be off the system while the software update is being applied. Customers are responsible for creating and verifying database backups prior to running the update. It is recommended for the update be run any time prior to the effective date; current rates will not be affected.

Q: How long does the update take?
A: The update should only take 30 minutes.

Q: Can the update be run multiple times?
A: Yes, but it is not necessary. The application only applies changes as needed.

Q: What do we do if we receive a 'Service Unavailable' HTTP Error 503 message after the update?
A: If your users receive this message on the log in page, the Application Pool selected during the update needs to be started in IIS on the server.

Q: What if we are using Edge or Chrome as the browser for accessing DigitalShipper Enterprise?
A: With the latest DigitalShipper, if users utilize Edge or Chrome, they need the DigitalShipper Client Manager installed on their workstation computer for peripheral communication.

Q: What do we do if the formatting of the Shipments page looks awry after the update?
A: If your users experience an issue with the Shipments page layout in an Internet Explorer browser, you will need to remove the DigitalShipper site from Internet Explorer's Compatibility View list. The 'Display intranet sites in Compatibility View' should also be unchecked.

Q: How can I test the rates before the effective date?
A: Ship a package in DigitalShipper by changing the Ship Date that appears on the right side of the Shipments page to the carrier's effective date or later. View the rate in Shipment History (make sure and void the package after verifying the rate).

Q: Does the update include negotiated rates for UPS?
A: No. If you have updated 2023 UPS negotiated rates, contact your carrier representative for an updated rate spreadsheet. Contact DigitalShipper Support at support@digitalshipper.com for assistance formatting and importing your updated negotiated rates.